



Cap Rock Telephone Cooperative, Inc.

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Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Received & Inspected

JAN 29 2018

FCC Mail Room

Annual 47 C.F.R. § 64.2009(e) CPNI Certification EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2018 covering the prior calendar year 2017

Date filed: January 23, 2017

Name of company(s) covered by this certification: Cap Rock Telephone Cooperative, Inc

Form 499 Filer ID: 804978

Name of signatory: Jim Whitefield

DOCKET FILE COPY ORIGINAL

Title of signatory: Executive Vice President & General Manager

I, Jim Whitefield, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the Company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the Company is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, recordkeeping, and supervisory review) set forth in section 64.2001 *et seq.* of the Commission's rules.

The Company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year.

The Company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

The company represents and warrants that the above certification is consistent with 47 C.F.R. § 1.17 which requires truthful and accurate statements to the commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

Signed


Jim Whitefield

Attachments: Accompanying Statement explaining CPNI procedures

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ACCOMPANYING STATEMENT

This statement explains how Cap Rock Telephone Cooperative, Inc. ("the Company") procedures ensure compliance with the FCC rules on CPNI and FCC requirements for the safeguarding of such customer information.

The Company has chosen to prohibit the use or disclosure of CPNI for marketing purposes. If CPNI is to be used for its sales and marketing campaigns in the future, the required notice and opt-out approval process will be conducted as required, and safeguards will be implemented in accordance with 47 C.F.R. §64.2009.

The Company has a written CPNI Policy that explains what CPNI is, when it may be used without customer approval, and when customer approval is required prior to CPNI being used, disclosed or accessed for marketing purposes.

The Company has assigned a Director for CPNI Compliance to serve as the central point of contact regarding the Company's CPNI responsibilities and questions related to CPNI Policy. The Director for CPNI Compliance has responsibilities including, but not limited to, supervising the training of all Company employees with access to CPNI, investigating complaints of unauthorized release of CPNI, and reporting any breaches to the appropriate law enforcement agencies. The Director for CPNI Compliance also maintains CPNI records in accordance with FCC rules, including records of any discovered breaches, notifications of breaches to law enforcement, and law enforcements' responses to the notifications for a period of at least two years.

The Company has internal procedures in place to educate its employees about CPNI and the disclosure of CPNI. Employees with access to this information are aware of the FCC's rules and are prohibited from disclosing or permitting access to CPNI without the appropriate customer consent. Employee disclosure of CPNI is only in accordance with the law and the FCC rules. In accordance with Company Policy, any employee that uses, discloses, or permits access to CPNI in violation of Federal regulations is subject to disciplinary action, and possible termination.

The Company requires express opt-in consent from a customer prior to the release of CPNI to a joint venture partner or independent contractor for marketing purposes. However, currently the Company does not disclose CPNI to any third party for marketing purposes.

Appropriate safeguards on the disclosure of CPNI have been implemented in accordance with C.F.R. §64.2010. Prior to the disclosure of CPNI, customers initiating calls to or visiting the Company's offices are properly authenticated. Passwords and password back-up authentication procedures for lost or forgotten passwords have been implemented in accordance with §64.2010(e). For a new customer, the Company requests that the customer establish a password at the time of service initiation. For

existing customers to establish a password, the Company must first authenticate the customer without the use of readily available biographical information or account information. Prior to establishing a password, the Company shall authenticate the customer by calling the customer back at their telephone number of record or reviewing a valid, photo ID that matches the name of the account if the customer is in the retail office.

Call detail information is only disclosed over the telephone, based on customer-initiated telephone contact, if the customer first provides a password that is not prompted by the carrier asking for readily available biographical information, or account information. If the customer does not provide a password, call detail information is only provided by sending it to the customer's address of record or by calling the customer at their telephone number of record. If the customer is able to provide call detail information to the Company during a customer-initiated call without the Company's assistance, then the Company is permitted to discuss the call detail information provided by the customer. Prior to the Company disclosing CPNI to a customer visiting any of its retail offices in person, the customer must present a valid photo ID matching the customer's account information.

Currently customers do not have online access to their services and features. If that changes in the future, the method for customers to access their CPNI online will be established in compliance with §64.2010(d).

The Company has implemented procedures to notify customers immediately whenever a password, customer response to a back-up means of authentication for lost or forgotten passwords, or address of record is created or changed.

CPNI Presentation

AIM 10/3/2017

As a regulated utility company, Cap Rock Telephone must comply with rules enacted by the Texas Public Utility Commission and the Federal Communications Commission, the FCC. In 1998 the FCC developed some rules to protect customer's private information concerning the services they have. The main reason for doing this was to prevent telephone companies from unfairly using customer's private information to target market other services to them.

Phone companies have access to the services provided to customers as well as the specific call detail records. The FCC did not want this information to be used to upsell to customers based upon their usage. In addition, the FCC wanted to prevent unauthorized users from accessing a customer's information and making changes to their account.

The rules that were developed were called Customer Proprietary Network Information Rules, referred to as CPNI.

Cap Rock has always protected our customer's private information. We don't make changes to customer accounts without proper authorization and we have not used customer specific information to target market our services. However, these rules gave some more specific guidelines that we needed to follow.

Most of the rules are directed at the Commercial Department, where customers that call in must be verified before service orders can be done or questions can be answered. When we promote new products or services, we don't analyze customer's usage, but rather make the new offerings available to all eligible customers. Servicemen out in the field and at customer homes should not discuss other customer's services.


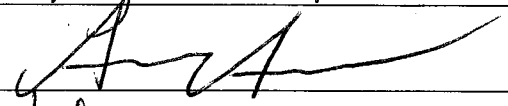
The FCC requires that we review these rules with employees, so please be sure to sign the sign in sheet provided at the entrance. If you have any questions about the policies, please let me know.

2017 Annual Employee Informational Meeting

Date & Time: October 3, 2017 at 7:15 p.m.

Location: Spur Community Center

Please Sign by Your Printed Name for Record of Attendance

- | | |
|---|-----------------|
| 1. <u></u> | Riley Abbott |
| 2. <u></u> | Andrew Adams |
| 3. <u>Yolanda M. Adams</u> | Yolanda Adams |
| 4. <u>Debbie Allen</u> | Debbie Allen |
| 5. <u>Lupe Barrera</u> | Lupe Barrera |
| 6. <u>Bryan Beaty</u> | Bryan Beaty |
| 7. <u>Ronnie Bilberry</u> | Ronnie Bilberry |
| 8. <u>Tom Bowman</u> | Tom Bowman |
| 9. <u>Cody Carnes</u> | Cody Carnes |
| 10. <u>Mike Cargile</u> | Mike Cargile |
| 11. <u>Shana Cheyne</u> | Shana Cheyne |
| 12. <u>Ray Faubus</u> | Ray Faubus |
| 13. <u>Barry Ferguson</u> | Barry Ferguson |
| 14. <u>Oscar Frausto</u> | Oscar Frausto |
| 15. <u>Jay Hagins</u> | Jay Hagins |
| 16. <u>Cody Hall</u> | Cody Hall |

Please Sign for Record of Attendance (Cont'd)

- | | | |
|-----|--------------------------|-------------------|
| 17. | <u>Shayne Harris</u> | Shayne Harris |
| 18. | <u>Doug Hindman</u> | Doug Hindman |
| 19. | <u>Tra Howell</u> | Tra Howell |
| 20. | <u>Stephen Jones</u> | Stephen Jones |
| 21. | <u>Tonya Kelsey</u> | Tonya Kelsey |
| 22. | <u>Twila Key</u> | Twila Key |
| 23. | <u>Julia King</u> | Julia King |
| 24. | <u>Donald McArthur</u> | Donald McArthur |
| 25. | <u>Annette McCormick</u> | Annette McCormick |
| 26. | <u>Philip McCormick</u> | Philip McCormick |
| 27. | <u>AJ Moore</u> | AJ Moore |
| 28. | <u>Debbie Parsons</u> | Debbie Parsons |
| 29. | <u>Shane Parsons</u> | Shane Parsons |
| 30. | <u>Lisa Paschall</u> | Lisa Paschall |
| 31. | <u>Jerry Roberts</u> | Jerry Roberts |
| 32. | <u>Billy Ruiz</u> | Billy Ruiz |
| 33. | <u>Cody Shafer</u> | Cody Shafer |
| 34. | <u>Emily Schmidt</u> | Emily Schmidt |
| 35. | <u>Jason Slaton</u> | Jason Slaton |

Please Sign for Record of Attendance (Cont'd)

36. Casey Smith Casey Smith
37. Tommy Swaringen Tommy Swaringen
38. Mitzi Taylor Mitzi Taylor
39. Andy Vargas Andy Vargas
40. Katie Weiser Katie Weiser
41. Marvin West Marvin West
42. Paul White Paul White
43. Jimmy Whitefield Jimmy Whitefield

The above signed employees of Cap Rock Telephone attended the company's Annual Informational Meeting (AIM) held October 3, 2017 in Spur, TX. At this meeting, the Cooperative's CPNI Policy was reviewed and discussed, by Ms. Cheyne, Director of Customer Service and Public Affairs. In compliance with federal regulations on CPNI; this shall serve as annual training.